



**IN THE U.S. PATENT AND TRADEMARK OFFICE**

Inventor(s): Wijaya et al.

Serial No.: 09/750,385

Filed: December 27, 2000

Title: Technique for implementing item substitution for unavailable items  
relating to a customer order

Atty Docket: WVANP013

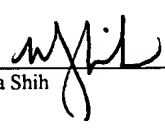
Group Art Unit: 3627

Examiner: Thein, Maria Teresa T.

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the U.S. Postal Service with sufficient postage as first-class mail on December 28, 2004 in an envelope addressed to the Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450.

Signed:

  
Maria Shih

**AMENDMENT B**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated October 8, 2004, please enter the followings amendments and consider the following remarks.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 11 of this paper.